PURPOSE:

Interface clients send orders electronically. These orders are verified by Processing. There are times that the electronic order is not available, in which case the order is resolved as a Not on File.

SCOPE:

Processing Department

RESPONSIBILITY:

The Medical or Section Director is responsible for ensuring that the procedure is in compliance with CAP and CLIA regulations. The Director must review and approve this procedure at appropriate intervals. The Medical Director may delegate some of the responsibilities to other CLIA/CAP qualified personnel.

The Processing Supervisor/Manager will have the overall responsibility for implementing this procedure. The supervisor/manager is responsible for ensuring that the procedure is followed accurately and that competency documentation is appropriate.

All processors performing this procedure are required to have appropriate training and competency approved. They are responsible for reading, understanding and competently performing this procedure without deviation.

EQUIPMENT: N/A

SUPPLIES: N/A

PROCEDURE:

Resolving "Not on File" Manifests

A. Many clients use an interface requisition (electronic orders) to order testing

B. These interfaced manifests are specimen receipted in Antrim
   a. 1: Order Entry
   b. 7: Specimen Receipt
   c. Receipted by entering the requisition number provided by the client into "Accession"

C. The communication from the client's computer to BBPL may be interrupted due to duplicate testing, not providing critical information on the manifest, or other reasons. When a problem does occur and a manifest will not receipt, the processor will receive a Not on File prompt at the bottom left corner of the Antrim screen
   a. Complete all other patients and/or accessions on the manifest then give the issue to a coordinator to investigate

D. Steps to investigate a Not on File in Antrim:
  i.   Type 2 (WORKLIST PROCESSING)
  ii.   Type 11 (NETWORK-BATCH PROCESSING)
  iii. Type 12 (REFERENCE LAB NETWORK FUNCTION)
  iv.   Type 8 (LIST HL7 ORDER TRANSACTION)
  v.   For Lab: HUBL
  vi.   RECV
  vii. Date of Collection
  viii. Search for test: Last name

E. Antrim will generate the HL7 communication and detail with any errors
  a. Typically, the client failed to enter all critical fields or ordered duplicate test codes.

F. If the electronic order was not generated due to a failure, call the client and request they correct the order and resubmit the order.
  a. Some clients submit the electronic order late in the day, so if it is after hours, try to receive again before the end of the shift.
  b. If a client indicates to do a manual order in place of the electronic order, record the date/time and name of the person in Line 14 and use the manifest like a manual requisition

G. **Never change any field on an interface order**

H. **Never add tests to an interface order**

I. **Never manually order the Not on File unless there is a stability issue or the client requests that in place of resubmitting the electronic order. (See F-b above)**

J. For all Not on File Errors, a QA is entered in Lablink website.

REFERENCES: N/A

RELATED DOCUMENTS: N/A

APPENDIXES: N/A